

Arlene Alexander

DA 93-211

CC 98-67

From cbtenin@comcast.net
Sent. Monday, July 21, 2003 12 31 AM
To: Thomas Chandler
Subject: Video Relay Service comments (98-67)

I TOTALLY DISAGREE WITH FCC'S DECISION BY REDUCING VRS HOURS AND IT TOOK OUR RIGHTS AWAY FROM COMMUNICATING VIA VRS FOR 24 HOURS LIKE HEARING PEOPLE. TTY RELAY SERVICES ARE UNFAVORABLE BECAUSE OF CONSUMING TIME AND MISTAKES INTERPRETERS ARE MUCH BETTER BY SIGNING SPEED AND CONVERSATIONS ARE USUALLY SHORTER THAN TTY RELAY SERVICES DON'T LET VRS DIE

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DA 03-2111

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98-67

From: Roth, Ellen [Ellen.Roth@uscellular.com]
Sent: Thursday, July 24, 2003 4:50 PM
To: Thomas Chandler
Subject: Reduced VRS hours and services

I want to express my grave concerns for the federal cuts on VRS because it will severely impact my position at work. I work for US Cellular as a public affairs specialist and I make dozen of phone calls everyday and for them to call me. It has been a blessing and made it possible for me to have this position. Otherwise I wouldn't be here.

I want to make sure that VRS is here to stay and funded properly. I do seek funding for domestic video relay services. This is where we Americans live and work together. We deaf Americans shall not be excluded. I do know the Feds do have money and unfortunately it has been shipped out financially to Africa for AIDS/HIV programs, Iraq for rebuilding the infrastructure and a host of other countries for whatever reasons or emergencies. I do think we deaf Americans do have our own emergencies and reasons to function and exist and deserve to have higher priority over others who do not pay taxes to our government whereas we deaf Americans do.

Thank you

Ellen Roth
Public Affairs Specialist
U S Cellular
Ellen.Roth@uscellular.com
773 399 4178 v, 4933 fax

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From: John Freeman [johnfreeman@tmail.com]
Sent Friday, July 25, 2003 4:43 PM
To Thomas Chandler
Subject. Reduced hrs

This reduced hours is no good I make a lot calls on the sorensen relay service to order parts for courtyard by marriott hotel. Boss is becoming irritated now that its taking longer to make those calls This service is critical to performing my duties. Please reinstate what has been cut I need to use those service on weekends too now its been cut off this is no good

Thanks

John Freeman

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File # 03-211-2
Date 8/1/03

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From: Billy Barr [billy@zookie.org]
Sent: Friday, July 25, 2003 5:29 PM
To: Thomas Chandler
Subject: 98-67 proceeding - FCC Comment

Please increase funding in the FCC reimbursement rates to compensate VRS providers. I rely on VRS heavily for my communication needs with hearing people. Am very disappointed to hear that FCC decreased reimbursement rates to compensate VRS providers.

Thank you,
William V. Barr
1722 Winona Blvd, #306
Los Angeles, CA 90027

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From: Salt Air [k_mikasa@hotmail.com]
Sent: Saturday, July 26, 2003 4 09 PM
To: Thomas Chandler
Subject: Comments sent to FCC

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Due to the drastic decrease in the FCC reimbursement rates to compensate ^{Federal Communications Commission} ~~Office of the Secretary~~, Sorenson VRS must now cut its operating hours back during the week and call hold times may increase. The Sorenson VRS Call Center will now be open from 6:30 a.m. to 10:00 p.m. (Mountain Time Zone) Monday through Friday instead of 6:30 a.m. to midnight. Saturday hours will remain the same and calls may be placed from 10:00 a.m. to 6:00 p.m. (Mountain Time Zone).

This presents problem for those living in Hawaii. Since we are on the Hawaii time zone, the service time for Hawaiian residents are really limited. I would like for the services to be open till 8pm Hawaii time zone because I would like for us to be able to use this service at our own comfort.

Thank you,
Karl Mikasa

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Arlene Alexander

From. John T Lytle [john@jtlytle.com]
Sent. Saturday, July 26, 2003 3 01 PM
To. Thomas Chandler
Subject: FCC cutbacks to VRS providers

Hello,

I strongly oppose the recent cuts in the FCC's reimbursement to VRS providers. This has resulted in my provider cutting back two hours of service every weekday. This imposes a level of hardship on me, a deaf person, especially during my peak use hours of late evening. I would like the FCC to immediately reverse this decision and reinstate reimbursement to providers of this important VRS service.

Thankyou

John T Lytle

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From: Sarah Hafer [charityh@comcast.net]
Sent: Friday, July 25, 2003 8:36 PM
To: Thomas Chandler
Subject: Comment

Why do you have to cut back on the fundings for places that receive funds from FCC? Have you not tried putting yourself in a position as a foreigner that needs an interpreter in order for him/her to access to things around? Treat others the way you would want others to treat you

Thank you,
Sarah Hafer

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From: Richard H Rudolf [rhr@cox.net]
Sent: Sunday, July 27, 2003 8:09 PM
To: Thomas Chandler
Subject: VRS

Please pay VRS companies enough money so we can make video calls at any time

Thank you

Richard

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From: AngelaLeeForeman@aol.com
Sent: Saturday, July 26, 2003 6 00 PM
To: Thomas Chandler
Cc: Sfmxo@aol.com
Subject: TRS Reimbursement Rate for VRS

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Dear Thomas Chandler,

I am responding to the FCC's decision to reduce the VRS reimbursement rate effective July 1st. I tried to file my comments electronically on the FCC website, which didn't work, and am sending this to you directly instead. Can you please make sure that my comments get through to FCC Secretary (Ms. Marlene H. Dortch)?

If the FCC maintain reducing the rate per conversation minutes, then this will certainly will drive away first time users of the VRS. Nowadays, I am hearing stories of friends and relatives who are purchasing computers and establishing Internet access for the very first time, and I would hate to see them suffer the limitations of the VRS due to FCC budget constraints.

Technology will always continue to improve, and we need to keep up with the pace, to allow many deaf and hard of hearing individuals to communicate with the rest of the country, either for job interviews, emergency life-threatening situations, or critical family situations. As the technology continue to improve and become more widely available to all population groups, more people now have access to them. This is especially true for VRS.

Examples of enhanced technology requirements include never-ending increase in cost for software applications (including voice), hardware requirements, ISDN, and Internet providers, and we need to keep up with many other private and public companies driving up their cost in order to be able to continue to purchase their products, and turn around to deliver 24/7 expeditious quality service to many deaf/hard of hearing individuals across the country.

We should factor in the current quality levels of the VRS, instead of strictly looking at the costs of the service that have not yet evolved to its fullest potential due to FCC reimbursement rate reduction, and to allow us to project long term revenues. Decreasing the rate per conversation minutes certainly does not help. Instead, it sets back the clock for accessibility for the service in the ever-changing technology world for the deaf/hard of hearing communities across the country.

Won't the FCC project a long term increase increments in the rate per conversation minutes for the VRS for next two decades, at least?

I hope to see the VRS and VRI services to become successful to many first-time users, and continue to do so for many other deaf/hard of hearing communities.

Thank you for forwarding my e-mail to the FCC Secretary, and hopefully this service will be widely available at its highest quality at all hours, and the deaf/hard of hearing communities will be using this service when needed.

Best Regards,
Angela Lee Foreman,
Board Member, Norcal Center on Deafness, Sacramento, CA